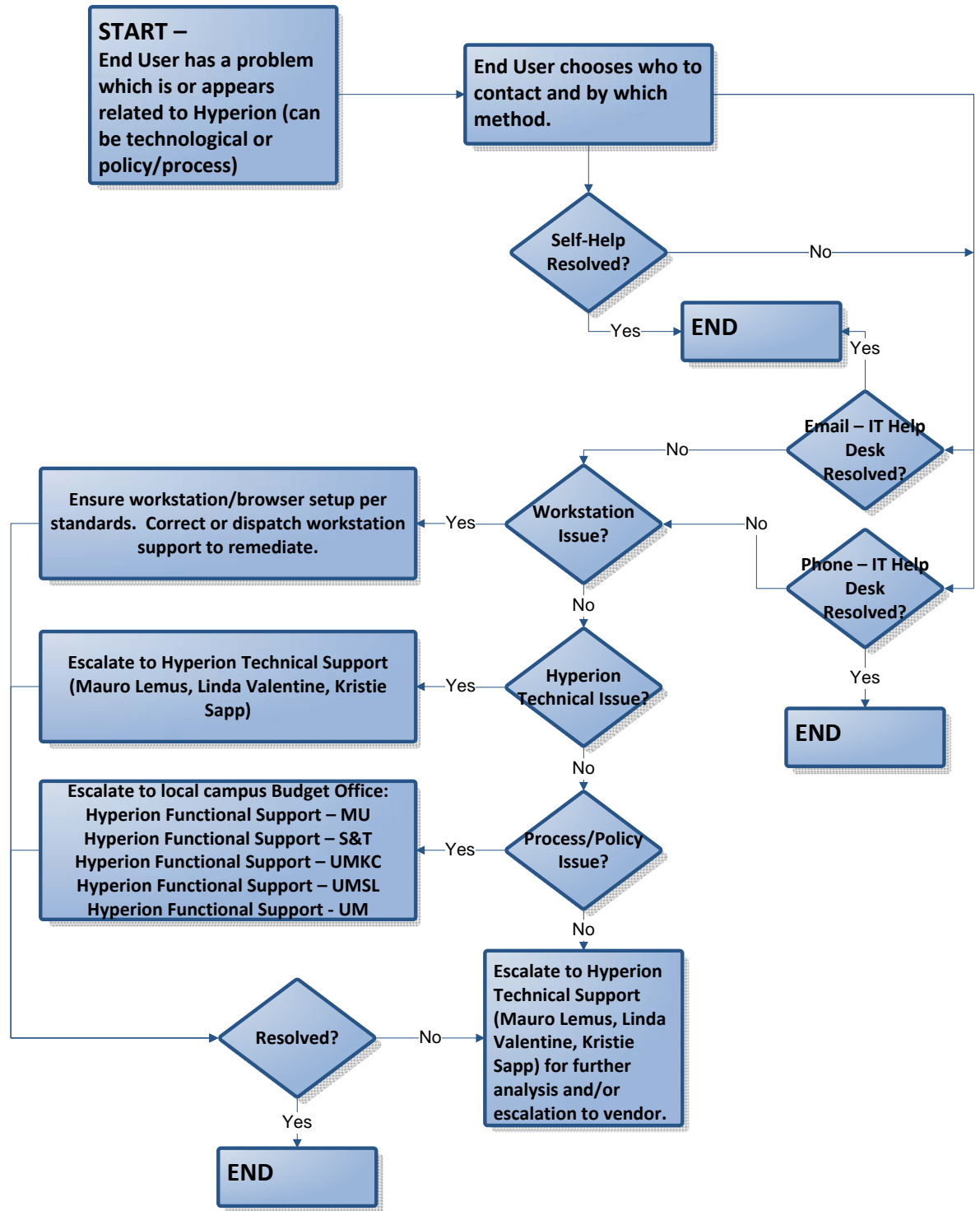


Hyperion Support Flowchart

Updated July 11, 2012



Team	Remedy Group Name	Phone Number	Email
DoIT Help Desk	IT Help Desk	(573) 882-5000	helpdesk@missouri.edu
MS&T Help Desk	Help Desk (Rolla)	(573) 341-4357	http://help.mst.edu/
UMKC Help Desk	UMKC Help Desk (Hyperion Only)	(816) 235-2000	callcenter@umkc.edu
UMSL Help Desk	UMSL Help Desk (Hyperion Only)	(314) 516-6034	helpdesk@umsl.edu
Hyperion Technical Team	Hyperion Technical Support		
MU Functional Support	Hyperion Functional Support - MU		
MS&T Functional Support	Hyperion Functional Support - S&T		
UMKC Functional Support	Hyperion Functional Support - UMKC		
UMSL Functional Support	Hyperion Functional Support - UMSL		
UM Functional Support	Hyperion Functional Support - UM		